

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Director, Employee Services

Unit: Management

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Job Code: C3459
Original Date: 09/2010
Last Revision: 07/2018
Staff Type: Classified
FLSA status: Exempt
Salary Range: 18

DEFINITION

Under the general direction of the Vice Chancellor, Human Resources, plan, organize, control, direct, and evaluate districtwide employee service functions, programs, and services, including benefits, payroll operations and reconciliation, employee records administration, retirement reporting, human resources computerized systems, business processes, outreach and Human Resources (HR) goodwill for all faculty and staff (management, academic, classified, non-classified, and military). Responsible for ensuring the continuity, effectiveness, and successful delivery of Human Resources employee services to district employees. Oversee the development, modification, and implementation of new, inactive, and existing employee services software processing and systems (payroll, personnel records, benefits, HR departmental websites, and related web applications).

EXAMPLES OF DUTIES

1. Provide leadership, planning, implementation, and execution for districtwide Human Resources employee services functions, programs, and services, including, benefits, payroll operations and reconciliation, employee records administration, retirement reporting and reconciliation, and human resources systems.
2. Lead and direct activities to support integration of HR Management Information Systems (MIS) technology and business processes to ensure a systems approach to implementation. Ensure customer service/employee services needs are met. Responsible for operational efficiency, utilizing all HR systems' capabilities to maximize the effectiveness of Human Resources business processes. Identify local, State, and national trends in human resources administration; develop and recommend new and revised rules, regulations, policies and procedures, systems, and best practices to conduct the District's Human Resources employee services projects and programs; oversee the maintenance of the HR Procedures Manual
3. Oversee the development, modification, and implementation of new, inactive, and existing employee services software processing and ongoing maintenance of the HR MIS systems (emphasis on computer system analysis, system and operation control, and related integrity and enhancements), including HR departmental websites and related web applications. Implement, maintain, and monitor complex systems on a departmental platform; coordinate prioritization; schedule data, sub-system and system modifications, and new projects; direct the planning, organization, and definition of project scope for phases of implementation and systems, staffing, and operational requirements; determine methods, end objectives, and project schedules and priorities; oversee project activities with other stakeholders; direct, supervise, and participate in system design, including business processes and systems specifications. Interact with District IT applications management related to delivery of system enhancements, upgrades, and new HR MIS software, programs, and services.
4. Direct the planning, organization, and coordination of the timely and accurate payroll, retirement, and records keeping of districtwide staff, including Board of Trustees, management, academic, classified, and non-classified employees in accordance with established policies and multiple-state and federal requirements.
5. Direct the operations, procedures, and maintenance of districtwide benefits services programs for Board of Trustees, management, academic, non-academic, and all military education employees. Provide technical human resources management advice and assistance; ensure that employee compensation levels, salary schedules, changes in compensation, and systems to accommodate changes are accurate and timely and comply with current policy, procedure, handbooks, and collective bargaining agreements.

6. Provide leadership to implement and administer district compliance to California and other states', federal, IRS, and other applicable regulations; interact with the Director, Legal Services and EEO, as required. Counsel district managers, supervisory personnel, and others on the relevance of federal and State laws affecting assigned functional areas. Assist in legal issues related to employee benefits and payroll operations. Administer collective bargaining agreements to ensure consistent districtwide implementation on issues related to payroll and employee services; counsel district managers, supervisory personnel, and others on interpretation and clarification of collective bargaining agreements; conduct in-service training for managers and supervisors on contract provisions, policies, and procedures, as needed.
7. Train, supervise, and evaluate the work performance of assigned staff; provide technical direction and guidance; recommend personnel actions, including employment, change in status, and disciplinary action. Direct the work of staff, vendors, consultants, and others involved in projects and programs of the Employee Services Department.
8. Develop budget recommendations and control budget for assigned programs and activities.
9. Serve as technical advisor, coordinator, and/or liaison for the selection, acquisition, delivery, and implementation of computer software and hardware for HR departmental systems and web applications.
10. Prepare and/or present reports on a wide range of human resources subjects for Board presentation and consideration; coordinate and direct collection and analysis of employment, salary, benefit, and assignment information for human resources reporting purposes; direct the maintenance of comprehensive and accurate personnel records and documentation concerning payroll, retirement, leaves of absences, and state and federal reporting requirements.
11. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable sections of California Education Code, Internal Revenue Regulations, Labor Laws, and relevant federal and State legislation as they relate to specific area of responsibility.
- Board Policies related to leaves, payroll issues, benefits, retirement, and other personnel transactions.
- Computer applications, including word processing, spreadsheets, and databases.
- Computerized payroll systems, industry processing capabilities, and available technical solutions for payroll and human resources management systems, and other related administrative computing functions.
- Current retirement, benefits, and Human Resources practices.
- District organization, operations, policies, and objectives.
- District rules, regulations, policies, and procedures.
- Employee agreements and collective bargaining processes and language.
- Information management techniques, including use of computers to compile and analyze data.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Oral and written communication skills
- Principles and practices of administration, supervision, and training.
- Principles and techniques of discipline, grievance handling, mediation, and arbitration.
- Principles and trends of public human resources administration.
- Principles, terminology, and practices used in payroll operations and reconciliation, records administration, retirement reporting; benefit plans administration; and HR systems, including HR Management Information Systems (MIS) technology.
- Tax laws and appropriate withholding procedures as they relate to specific area of responsibility.

Skills and Abilities:

- Analyze data and information, reason logically, and develop and present alternative solutions effectively both orally and in writing.
- Analyze legislation and project impact on the District.
- Analyze, interpret, explain, and apply laws, rules, regulations, and contracts.
- Assure compliance with a variety of District policies and State and federal laws related to payroll, retirement, records administration, and benefits administration.
- Communicate effectively both orally and in writing.
- Coordinate assigned technical personnel functions with other human resources activities, such as employment, unemployment, FMLA, ADA, workers' compensation, and Diversity and EEO Compliance.
- Demonstrate interpersonal skills using tact, diplomacy, and courtesy.
- Develop, revise, and implement HR policies and procedures, internal controls, and computer applications.
- Establish and maintain effective and working relationships with others.
- Exercise judgment and discretion in handling confidential and sensitive matters.
- Operate computers and business-related software, including word processing, spreadsheets, and databases.
- Plan, organize, control, and direct districtwide payroll operations and reconciliation, records administration, retirement reporting, benefits, and HR systems, including HR Management Information Systems (MIS) technology
- Prepare clear and comprehensive reports.
- Research, compile, analyze, interpret, and prepare a variety of documents.
- Train, supervise, evaluate, and provide work direction to assigned staff, vendors, and consultants.
- Work cooperatively with district staff and faculty.
- Work with State, federal, and other agencies in the coordination and implementation of retirement issues, including ERISA, COBRA, and ORBRA.

Training and Experience:

Any combination of training and experience equivalent to: a Master's degree in business or public administration, human resources management, accounting, taxation, or a related field and six years of progressively responsible experience in human resources management involving payroll and employee records administration, benefits administration, and collective bargaining, with a broad background in enterprise-wide HRIS systems, project management, policy administration, and customer service center operations experience, preferably in an educational setting related to a large and diverse work force. Accounting and taxation knowledge as it relates to benefits, retirement, and payroll is required. Experience using PeopleSoft HCM and Finance and Campus Solutions with knowledge of configuration, set up, tables, and query manager is required.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III.

Environment:

Favorable, usually involves an office. Requires some travel between District sites, conferences, and hearings.